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SENATE RESOLUTION 153  
By Williams

A RESOLUTION to honor and commend Vanessa Holt for  
receiving the 1998 "Whatever It Takes" Award.

WHEREAS, it is appropriate that this legislative body honor those people who through  
their personal and professional endeavors are credits to their family, their community and their  
state; and

WHEREAS, one such outstanding person is Vanessa Holt, who received the 1998  
"Whatever It Takes" Award for excellence in customer service; and

WHEREAS, this award is presented by Life Care Centers for America, the company that  
manages Ridgeway Terrace Nursing Home where Ms. Holt works. The "Whatever It Takes"  
customer service campaign was begun in 1992 and serves as a reward for extraordinary acts of  
kindness by associates; and

WHEREAS, Ms. Holt, a certified nursing assistant, was chosen over thousands of other  
associates, and is one of only six associates to receive this award; and

WHEREAS, Keith Heib, Vice President of Life Care's Eastern Division, perhaps best  
summed up Ms. Holt's value by saying, "I am humbled and honored to have in our company  
such a fantastic associate"; and

WHEREAS, Ms. Holt demonstrates excellence and a caring spirit that is characteristic of  
a true Tennessean; now, therefore,

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BE IT RESOLVED BY THE SENATE OF THE ONE-HUNDREDTH GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, That we pause in our deliberations to honor and commend Vanessa Holt for her dedication to her profession, her community and the state of Tennessee, and congratulate her upon receiving the 1998 "Whatever It Takes" Award for demonstrating excellence in customer service.

BE IT FURTHER RESOLVED, That we wish her every continued success in all future endeavors.

BE IT FURTHER RESOLVED, That an appropriate copy of this resolution be prepared for presentation with this final clause omitted from such copy.